



Hearing Services Online (HSO) Portal User Guide - **SP Site**

Hearing Services Online - Portal User Guide - SP Site

1. Introduction	4
About The Hearing Services Program	4
What Is The Online Portal?	4
About This Guide	4
Obtaining services through the program	5
Hints for using the online portal	6
What can you do in the online portal?	7
1. Account set up and login	8
1.1 Office of Hearing Services Homepage	9
1.2 AUSkey Login	10
1.3 Site selection	11
1.4 Terms and Conditions	12
1.5 Landing Page	13
2. New application	14
2.1 Landing Page	15
2.2 Check eligibility	16
2.2 Check eligibility (continued)	17
2.3 Check eligibility (not eligible)	18
2.4 Tell us how to contact you	19
2.4 Tell us how to contact you (continued)	20
2.5 Application results	21
2.6 Application results – Application saved (draft)	22
2.7 Application results – Being processed (pending)	23
3. Update or finalise a draft application	24

Hearing Services Online - Portal User Guide - SP Site

3.1	Find client	25
3.2	Client Consent	26
3.3	Finalise the application	27
4.	Amend client details	28
4.1	Find client	29
4.2	Client details	30
5.	Transfer client	31
5.1	Find client	32
5.2	Client Consent - unlinked client	33
5.3	Client Consent – transfer from another provider	34
6.	Return voucher	35
6.1	Find client	36
6.2	Client details	37
7.	Claims	38
7.1	Lodging a Manual Claim	39
7.2	Manual claim Item 655 Initial fitting and rehabilitation (ALD)	41
7.3	Manual claim Item 960 Spare Aid	42
7.4	Manual claim Item 2 Aid returned for credit - Binaural	43
7.5	Search for manual claims – Check status of manual claim	44

1. Introduction

About The Hearing Services Program

The Office of Hearing Services (the Office) manages the Australian Government Hearing Services Program (the program) which provides eligible people with access to a range of hearing services including

- A comprehensive hearing assessment
- Hearing rehabilitation services, including information and support
- A wide range of quality free-to-client hearing devices made by leading manufacturers
- An optional annual maintenance agreement so that client can receive repairs and batteries to support their hearing device for a small fee

What Is The Online Portal?

The Online Portal (the portal) is a system that can be accessed through the Office website and provides a quick and easy way to

- Check your client's eligibility for the program
- Apply for a new voucher or process a return voucher on behalf of a client
- View and update client details
- Manage the site details for your business

About This Guide

There are two portal user guides for service providers – **SP Admin/SP Manager** and **SP Site** user roles.

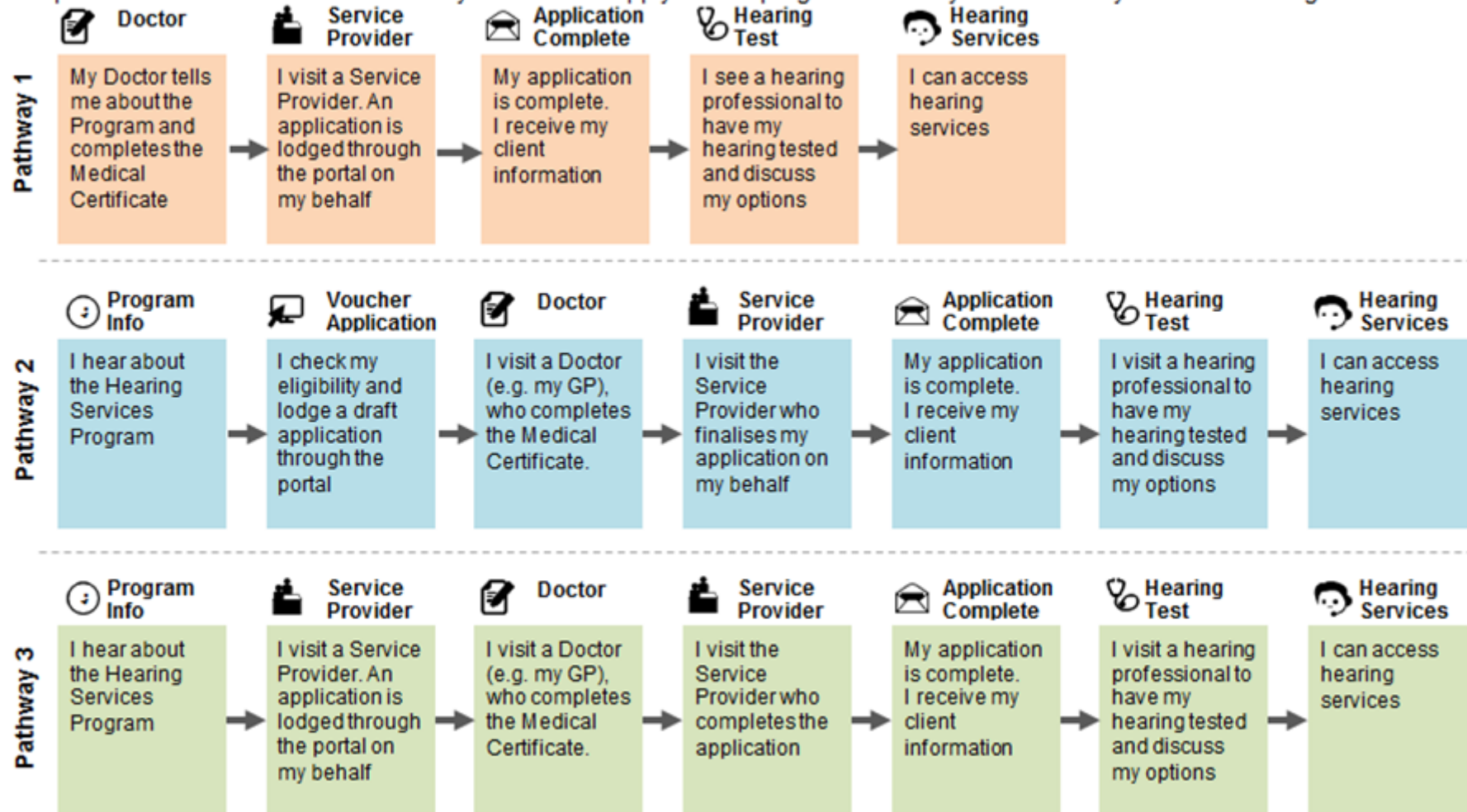
This Guide is for **Service Providers with SP Site** role access assigned to them. This version is current as at **July 2015**.

The screenshots of the website and portal are used throughout this guide in order to help navigate the portal. These screenshots provide a visual representation of the page look and feel and may vary slightly due to ongoing updates.

For further information visit www.hearingservices.gov.au email hearing@health.gov.au or call 1800 500 726.

Obtaining services through the program

This provides an overview of different ways clients can apply for the program. You may wish to walk your clients through this.



*Please note this high level overview may not represent an individual's experience of obtaining services through the program. Paper application forms are still available but can take up to four weeks to finalise.

Hearing Services Online - Portal User Guide - SP Site

Hints for using the online portal

This guide provides help on the functions available to you as a hearing services provider. If you would like information on functions available to the general public, please refer to the guide titled **HSO User Guide – Public** at

Home > About the Program > Who are we? > Hearing Services Online Project > User Guides

[Direct link to location of online User Guides](#)

What	Helpful Hint
Mandatory fields	Mandatory fields are marked with an asterisk (*). These fields need to be completed in order to progress to the next screen.
Date format	Dates are split into three separate fields for date, month, year for example 15 Sept 2013.
Error messages	Error messages will appear if information in a field is missing or incorrect.
F5, back button and refresh icon	F5, the back button and the refresh icons do not work in the online portal.
<u>Home</u> Icon / link 	The home icon and <u>Home</u> link appear in the top left corner when you are logged into the portal. Clicking either of these should always return you to the portal landing page. If you leave the portal and go to the public website, the Home link will take you to the website home page and the home icon will take you to your portal landing page.
Open All	Open All opens all accordions (expandable sections) on pages in the online portal.
Close All	Close All closes all accordions (expandable sections) on pages in the online portal.
Hearing Services Program logo	Clicking the Hearing Services Program logo on the top right hand corner will take you to the website homepage.

What can you do in the online portal?

As a Service Provider, you have access to a range of functions in the online portal. To access these functions you will need the appropriate role/s assigned to your user profile. A single user can have multiple roles assigned to them. For further information on portal user roles visit the HSO Project Page at

Home > About the Program > Who are we? > Hearing Services Online Project > Hearing Services Online Project

[Direct link to location of Hearing Services Online Project page](#)

If you are assigned the **SP Site** role, the following functions will be available to you.

SP Site User

- | | |
|---|--------------------|
| 1. Account setup and login | 5. Transfer client |
| 2. New application | 6. Return voucher |
| 3. Update or finalise a draft application | 7. Claims |
| 4. Amend client details | |

1. Account set up and login

In order to login to the online portal you will need to be invited by another user who has the appropriate role. **SP Admins** can add both **SP Manager** and **SP Site** user roles to a user's profile. If you would like to add the **SP Admin** role to a user profile, another **SP Admin** will need to complete the **SP Admin nomination form** which is available on the HSO Project Page at

Home > About the Program > Who are we? > Hearing Services Online Project > Hearing Services Online Project

[Direct link to location of Hearing Services Online Project page](#)

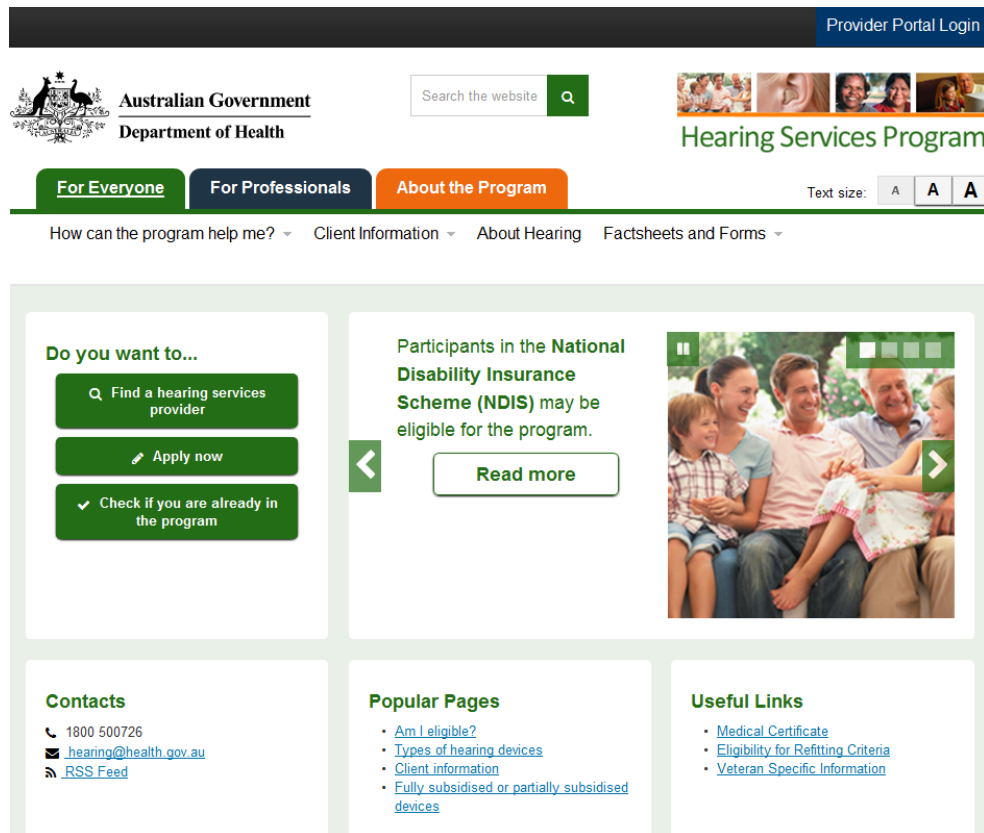
Once invited, a system generated email invitation will be sent to the new user. The new user will need to accept the invitation to the online portal by clicking the link in the email invitation and have obtained and installed their AUSkey. The new user will then be asked to login using their AUSkey details. For more information on AUSkey visit www.auskey.abr.gov.au.

Please note that the user details held in the online portal will be automatically updated to reflect the details held by AUSkey, including name and email address.

1.1	1.2	1.3	1.4	1.5
OHS Homepage	AUSkey login	Site selection	Terms and Conditions	Landing Page

Hearing Services Online - Portal User Guide - SP Site

1.1 Office of Hearing Services Homepage



Step 1

Visit the Office of Hearing Services website at www.hearingservices.gov.au

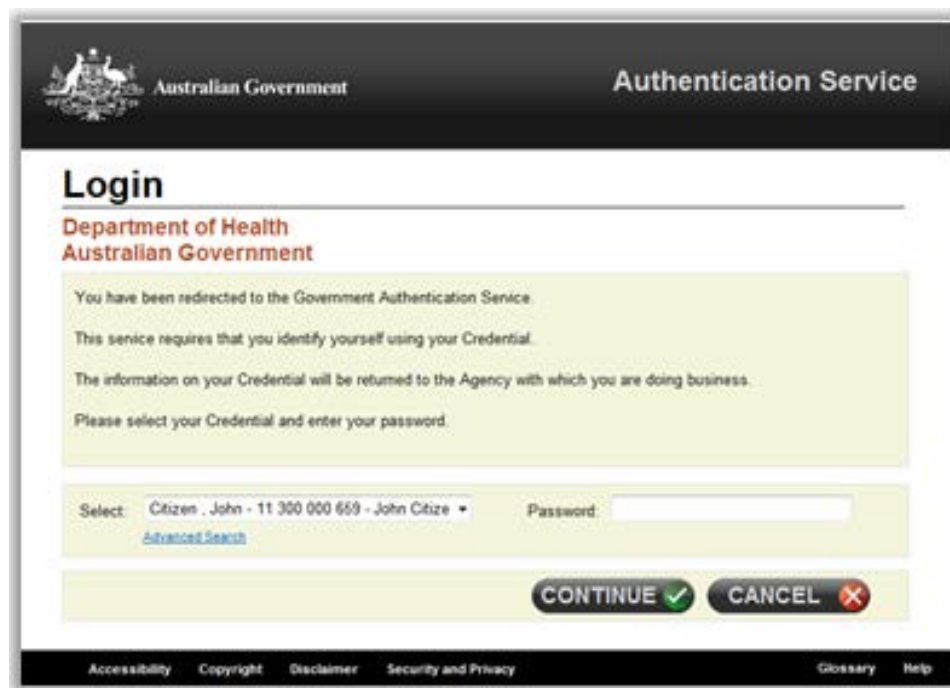
Step 2

Click the **Provider Portal Login** link at top right corner of the page

1.2 AUSkey Login

The Australian Government Authentication Service page will be displayed.

Before you can login you must have accepted an email invite to access the portal, and will require your AUSkey.

The screenshot shows the 'Authentication Service' login page for the Australian Government. At the top, there is a header with the Australian Government crest and the text 'Australian Government' and 'Authentication Service'. Below this is a 'Login' section for the 'Department of Health, Australian Government'. A yellow box contains instructions: 'You have been redirected to the Government Authentication Service. This service requires that you identify yourself using your Credential. The information on your Credential will be returned to the Agency with which you are doing business. Please select your Credential and enter your password.' Below the instructions, there is a 'Select' dropdown menu showing 'Citizen - John - 11 300 000 669 - John Citize' and a 'Password' input field. A link for 'Advanced Search' is also present. At the bottom of the form are two buttons: 'CONTINUE' with a green checkmark and 'CANCEL' with a red X. The footer contains links for 'Accessibility', 'Copyright', 'Disclaimer', 'Security and Privacy', 'Glossary', and 'Help'.

Step 1

Select your **AUSkey** from the drop down list

There may be more than one user registered to your business and accessing the portal from the same computer as you. Some users may also have different profiles for different businesses. Ensure you select the correct AUSkey profile from the list

Step 2

Enter your AUSkey **Password**

Step 3

Click **Continue** to access the secure landing page

For all AUSkey related queries and assistance

1300 AUSKEY (1300 287 539)

or

www.auskey.abr.gov.au

Hearing Services Online - Portal User Guide - SP Site

1.3 Site selection

Home > Terms and conditions

Text size: [A](#) [A](#) [A](#) Search the website:

HSO Terms and Conditions

To select your site you can use the search bar and type in the suburb or postcode of the site you are looking for and click 'Find'.

Suburb/postcode*

[Find](#)

Select a Site

Displaying page 1, records 1 - 6 of 6

Suburb	Address	State	Trading Name	Type	Status	Site ID
BALLARAT EAST 3350	316 HUMMFRAY ST NTH	VIC	Wayne Enterprises	Permanent	Active	276478
GOTHAM 2600	WAYNE MANOR, 1007 MOUNTAIN DRIVE	ACT	Wayne Enterprises	Permanent	Active	276379
LYNAM 4818	SOMEWHERE STREET	QLD	Wayne Enterprises	Permanent	Active	276467
NORMANTON 4890	7 WOODWARD STREET	QLD	Wayne Enterprises	Permanent	Active	276391
WESBURN 3799	ZXDVSD	VIC	Wayne Enterprises	Permanent	Active	276434
Non service site			Non service site			0

Displaying page 1, records 1 - 6 of 6

<< First < Prev 1 Next > Last >>

Help

To select your site from the list click on the Suburb and Postcode link of the site details, using the next> and last>> buttons to move through the listing.

If you select the wrong site, you can go back to the site user list by clicking on the 'change' button.

If the correct site is listed, and you agree to the Terms and Conditions, then click the 'agree' button to progress

Step 1

Select your site from the list by clicking on the Suburb & Postcode link of your site details e.g. [Strathfield 2135](#)

The list can be searched by Suburb, or you can use the **Next>** and **Last>** buttons to move through options.

Any changes you make to client records when logged in to a particular site will impact the client relationship between the site and the client record.

If you wish to make changes to client records without impacting on the client relationship you can

- choose the Non-service site option from the list
- change the site you are logged into (to the site which has the relationship with the client)

All existing relationships will be maintained.

Hearing Services Online - Portal User Guide - SP Site

1.4 Terms and Conditions

You will need to accept the Terms and Conditions to continue.

Graham Rathbone Telex Hearing Centre
GYMEA 2227

logged in as **HSO SP Site One**

Australian Government
Department of Health

Search the website

Hearing Services Program

For Everyone For Professionals About the Program

Text size: A A A

[Home](#) > Terms and conditions

HSO Terms and Conditions

To select your site you can use the search bar and type in the suburb or postcode of the site you are looking for and click 'find'.

Current Site Graham Rathbone Telex Hearing Centre
SHIRE OPTOMETRIST, 85 GYMEA BAY ROAD
GYMEA 2227
NSW

[Change](#)

Help

To select your site from the list click on the Suburb and Postcode link of the site details, using the next> and last>> buttons to move through the listing.

If you select the wrong site, you can go back to the site user list by clicking on the 'change' button.

If the correct site is listed, and you agree to the Terms and Conditions, then click the 'agree' button to progress

☐ I acknowledge and agree that when using the Hearing Services Online portal I will act in accordance with the Hearing Services legislation, the contract and associated Standards and Rules of Conduct, and the AUSkey Terms and Conditions.

[Agree](#)

Step 1

Ensure you have selected the correct **site details**. If you have selected the wrong site, you can correct this by clicking **Change**

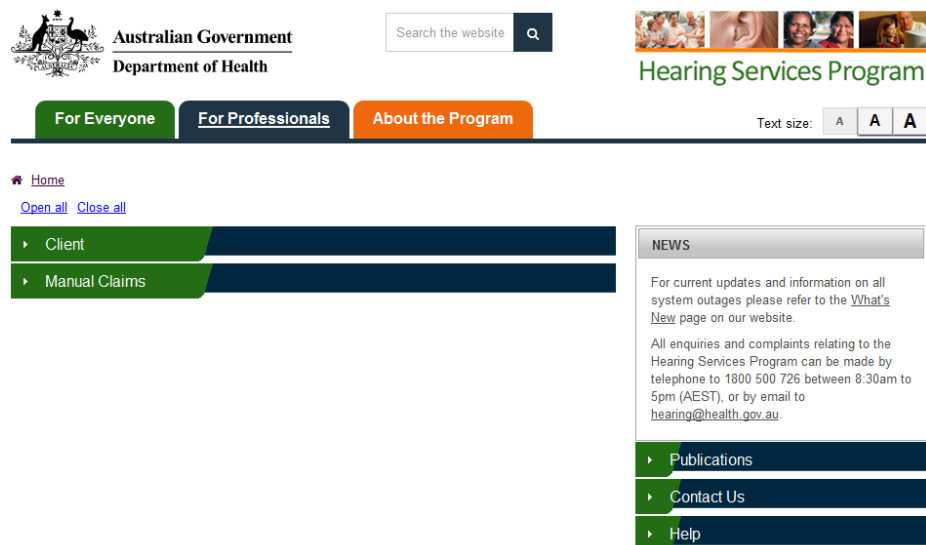
Step 2

Review the statement, tick the box to agree to the Terms and Conditions, then click **Agree** to progress

Hearing Services Online - Portal User Guide - SP Site

1.5 Landing Page

The Landing Page is the first screen following successful login to the portal. Use this page to access the functions available to you.



The Landing Page will contain different functions depending on the roles that you have been allocated

Clicking on the Home link or the home icon  in the top left hand corner will take you back to the portal Landing Page

2. New application

Service Providers with **SP Site** user access can assist a client's application through the portal. A successful application will create a relationship between your account and the client.

There are a number of potential outcomes of this function, including

- **Pending application** – the client's eligibility was not able to be confirmed and requires manual follow up from the Office.
- **Draft application** – the client has been found eligible, but needs to complete a Medical Certificate to finalise the process.
- **Existing application** – the client already has an existing voucher.
- **Vouchered** – the client is eligible and a Medical Certificate completed, they have been issued with an electronic voucher.

2.1

Landing Page

2.2

Check eligibility

2.3

Check eligibility (not eligible)

2.4

Tell us how to contact you

2.5

Application results

2.6

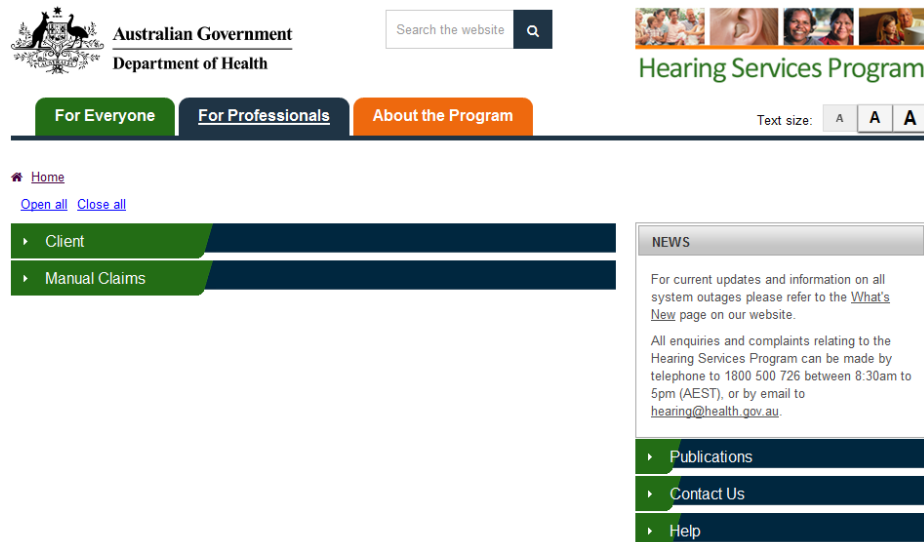
**Application results –
Application saved (draft)**

2.7

**Application results –
being processed (pending)**

Hearing Services Online - Portal User Guide - SP Site

2.1 Landing Page



Step 1

Click the green **Client** heading to expand the section

Step 2

Click **Apply for Program**

Hearing Services Online - Portal User Guide - SP Site

2.2 Check eligibility

Checking and confirming eligibility for the program is the first step in submitting an application on behalf of the client.

Australian Government
Department of Health

Search the website

Hearing Services Program

For Everyone For Professionals About the Program

Text size: A A A

Home > Check eligibility

1 2 3 4

Check your eligibility Tell us how to contact you Get a medical certificate See a hearing services provider

Check your eligibility

* mandatory fields

Check a person's eligibility for the Hearing Services Program

Eligibility Type* Centrelink Pensioner Concession Card (PCC)

Eligibility number* Centrelink, DVA, ADF, JSID number

Title Please Select

Given Name*

Middle Name

Family Name*

Date of Birth* Day Month 1945

Gender* Please Select

Help

Eligibility number - This is the number on your eligibility card. For example Centrelink Pensioner Concession Card, DVA, gold or white card.

Make sure that you enter the number exactly as it appears. Note that some eligibility numbers contain letters as well.

Given name - Enter your first name.

Family name - Enter your last name or surname.

Date of birth - Dates are split into three separate fields for date, month and year, for example 15 Sept 1933. Select the date using the day, month and year fields.

Applicant's consent to share information

Please read the following advice to the applicant, and obtain their verbal agreement before proceeding to the next page

Authorisation and Privacy Advice

Your personal information is protected by law, including the Privacy Act 1988, and is being collected by the Australian Government Department of Health for the purposes of determining eligibility for and administering the Hearing Services Program.

Step 1

Select the client's **Eligibility Type** from the dropdown menu

This is the concession or service entitlement the client holds

Step 2

Enter the client's **Eligibility Number**

This is the reference number on the client's entitlement card

Step 3

Enter the client's **Given Name**

This **must** be the same name and spelling as shown on the client's entitlement card or it may result in **not eligible**

Step 4

Enter the client's **Middle Name**

Not a mandatory field

Hearing Services Online - Portal User Guide - SP Site

2.2 Check eligibility (continued)

Check your eligibility

* mandatory fields

Check a person's eligibility for the Hearing Services Program

Eligibility Type*

Eligibility number*

Title

Given Name*

Middle Name

Family Name*

Date of Birth*

Gender*

Applicant's consent to share information

Please read the following advice to the applicant, and obtain their verbal agreement before proceeding to the next page.

Authorisation and Privacy Advice

Your personal information is protected by law, including the [Privacy Act 1988](#), and is being collected by the Australian Government Department of Health for the purposes of determining eligibility for and administering the Hearing Services Program.

If you do not provide this information then the Department of Health will not be able to provide you with hearing services under the program.

You can get more information about the way in which the Department of Health will manage your personal information, including our [privacy policy](#).

By clicking the button below you are consenting to and authorising the Department of Health to collect, store and disclose your information, including personal information

By clicking the Check eligibility button below you declare that you have provided the applicant with the Department's Authorisation and [Privacy](#) (above) and that the applicant authorises the Department to store their personal information and disclose it to other organisations.

If you need help, please email hearing@health.gov.au or call 1800 500 726. Please have the applicant's details ready when you call.

Help

Eligibility number - This is the number on your eligibility card. For example Centrelink Pensioner Concession Card, DVA, gold or white card.

Make sure that you enter the number exactly as it appears. Note that some eligibility numbers contain letters as well.

Given name - Enter your first name.

Family name - Enter your last name or surname.

Date of birth - Dates are split into three separate fields for date, month and year, for example 15 Sept 1933. Select the date using the day, month and year fields.

Step 5

Enter the client's **Family Name**

This **must** be the same name and spelling as shown on the client's entitlement card or it may result in **not eligible**

Step 6

Enter the client's **Date of Birth**

Step 7

Select the client's **Gender** from the drop down menu

Step 8

Read **Authorisation and Privacy Advice** **aloud to the client**

If happy to proceed, go to **Step 9**

If not happy to proceed, click **Cancel**

This cancels the application, client details will not be saved

Step 9

Click **Check eligibility**

Client eligibility displays at the top of the page.

The most common are

- Eligible
- Existing draft application found
- Pending application found
- Not eligible

2.3 Check eligibility (not eligible)

If a client has been found not eligible for the program, the following screen will display.

[Home](#) > How to Apply > Check eligibility > Apply > Arrange your hearing services

Our records show that you are **not eligible** for the program at present. If you believe that this is incorrect you may want to re- enter your information and re-check your eligibility.

Whilst you may not be eligible for the Hearing Services Program, other services are available [I'm not eligible - where else can I get help?](#)

If you need help, please email hearing@health.gov.au or call 1800 500 726. If you have a concession card, please have it ready when you call.

[Finish](#)

Read the information, and click [Finish](#) to return to the homepage

What Next?

If you believe this is incorrect you may wish to re-enter the information and re-check the client's eligibility. If the client's circumstances change they may become eligible. In this case the client is welcome to apply again for hearing services.

Whilst the client may not be eligible for the program, other services may be available.

Home > Eligibility for Hearing Services > Factsheets and Forms > Factsheets about the Hearing Services Program

[Direct link to 'I'm not eligible - where can I find help?'](#)

If you require assistance please email hearing@health.gov.au or call 1800 500 726.

Hearing Services Online - Portal User Guide - SP Site

2.4 Tell us how to contact you

If a client is eligible for the program the following screen will display. Enter their contact information to continue the application.

1 Check your eligibility 2 Tell us how to contact you 3 Get a medical certificate 4 See a hearing services provider

Step 2
Tell us how to contact you

The applicant is eligible to receive hearing services through the program.

* mandatory fields

What we know about the applicant so far (from Step 1):
Applicant Details:
Mr test test TEST
DOB: 11/11/1944
Centrelink Pensioner Concession Card (PCC): 12345622A

Step 2: How do we contact the applicant?

Address 1*
Address 2
Suburb*
State* Please Select
Postcode*

Address checker
We need to check your address so we can process your application quickly.
Check address

Contact Phone 1 Please Select
Contact Phone 2 Please Select

Tell us a little more about the applicant

Is applicant a resident of an aged care facility? Yes
Is applicant of Aboriginal origin? Yes
Is applicant of Torres Strait Islander origin? Yes
Does applicant speak a language other than English at home? Yes
Does the applicant have an alternate contact? Yes

Step 1

Enter the client's address and click **Check Address**

If the system cannot **directly** match the address as entered, it will display a list of similar addresses in a new window

You can

- select an address from the new window
- change the address
- use the address as you entered it

Confirm client address to ensure they receive correspondence

Step 2

Select type of number from the drop down list and enter client **Contact Phone** number in the space provided

You can add a second contact number

Step 3

Tick the box if the client is a resident of an **aged care facility**

Step 4

Tick the box if the client identifies as being of **Aboriginal origin**

Step 5

Tick the box if the client identifies as being of **Torres Strait Island origin**

Steps 3-5 are not mandatory

2.4 Tell us how to contact you (continued)

Home > Check eligibility > Apply > Confirm details

Text size: A A A Search the website

1 2 3 4

Check your eligibility Tell us how to contact you Get a medical certificate See a hearing services provider

Step 2

Tell us how to contact you

Before you submit your application please review the details provided. If you need to amend anything, please click the 'Back' button on the page below, amend the details and click on the 'Process Application' button.

Confirm your details

Applicant Details:

Member of the Australian Defence Force: 0123456
Mr Bob TEST
Date of Birth: 01 Jan 1944
Gender: Male

Contact Details

Residential Address:
101 STARKE STREET
HIGGINS ACT 2615

Contact phone:
Home (02) 1234 5678

Personal Details

You reside in an aged care facility:
You are of Torres Strait Islander origin:
You speak ALBANIAN at home:

Medical Practitioner Details

Provider Number: 12345678
Are there any contraindications for the fitting of a hearing device?: No
If you require any assistance please email hearing@health.gov.au or call 1800 500 726. Please ensure you have your details available when you call.

Print Details Process Application Back Cancel

Step 6

If the client **speaks a language other than English at home** tick the box and select language from the drop down list.

If more than one language spoken, select the most used

Step 7

Tick the box to **add an alternative contact person**

Additional fields for contact details will appear

Step 8

If you have selected to add an alternate contact, tick the box to indicate who will receive program correspondence

Step 9

Tick the box to select how the client would like **information sent**

Only one can be selected

Step 10

If you deselect **Postal address same as residential?** you must enter the client's postal address and click **Check address**

Step 11

Click **Confirm Details**

This directs to a new page.

Step 12

Click **Print Details** to print a hard copy of the application

Or **Process Application** to finalise and submit.

2.5 Application results

Other than vouchered, the main status results of your client's application are

- **Application saved** - the client is eligible. The next step is for the client to get a Medical Certificate completed by their doctor, and submit this to a hearing services provider to complete the application.
- **Being processed** - the clients eligibility could not be determined at the time they applied. The Office will contact the client to assist with next steps.

Application Saved (Draft Application)

Eligibility is confirmed and client contact details are fully entered in the portal. The next steps are for the client to have their doctor complete the Medical Certificate to confirm there are no contraindications for the fitting of a hearing device. The client will then need to return the Medical Certificate to a hearing services provider so the application can be completed.

Application Being Processed (Pending Application)

Eligibility is not confirmed, contact details have been fully entered in the portal and the medical certificate may or may not have been completed. Once finalised an automatic email will be sent to the Office notifying of a pending application. The Office will finalise the eligibility check and notify the client through their nominated communication preference.

If their medical details are not recorded in the portal the client will receive a Medical Certificate from the Office, or one can be printed directly by a hearing services provider. This Certificate needs to be completed by a doctor. The client returns the completed form to a service provider who adds the details to the client record. The client can then be issued with an electronic voucher.

Hearing Services Online - Portal User Guide - SP Site

2.6 Application results – Application saved (draft)

If you are presented with this screen the client's draft application has been successfully saved, but no voucher yet generated.

The next step is to print the **Medical Certificate** form. The client will need to obtain a signature from their doctor.

They may then return it to a hearing services provider to obtain a voucher and have a hearing assessment completed.

Steps 3 & 4

Get a doctor's certificate and see a hearing services provider

✓ Your application has been saved. A letter of confirmation and further information including a pre-filled Medical Certificate will now be sent to you. We will send it by post or email, depending on how you told us to contact you.

Next steps:

Step 3: Get the medical certificate signed by your doctor

You will need a signed medical certificate from your doctor. To do this you can either:

- Use the pre-filled medical certificate which will be sent to you
- Print the pre-filled medical certificate available using the link below

Step 4: See a hearing services provider

Take your signed medical certificate to your preferred hearing services provider. If you do not have a preferred provider, you can find one near you using our [provider directory](#).

You will need to make an appointment to see your provider. During your appointment, they will finalise your application, test your hearing and discuss treatment options with you.

[Click here to print Medical Certificate](#)

[Finish](#)

Step 1

Select **Click here to print Medical Certificate** to download a form the client can have their doctor complete

Though the application is not yet complete, the client will be sent a **Welcome Pack** which includes the **Medical Certificate** and a **Hearing Services Providers directory**

Step 2

You can instead **Print** these documents for the client directly

This option cancels correspondence being automatically sent

Step 3

Click **Finish**

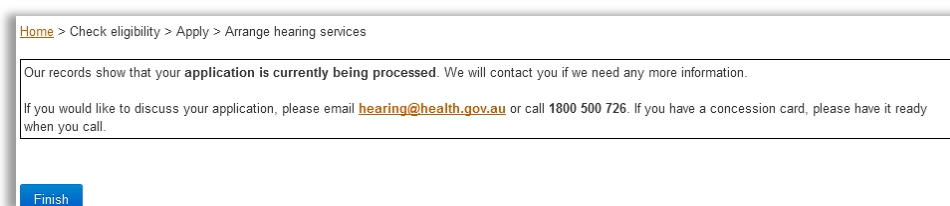
2.7 Application results – Being processed (pending)

If you are presented with this screen the client's application has been saved successfully and is pending processing. The Office of Hearing Services will be automatically notified when this occurs.

This can occur for a variety of reasons, including

- When our systems are undergoing maintenance
- The client has special circumstances meaning their eligibility cannot be checked at this time

The Office checks client eligibility and contacts them directly to advise of next steps.



Step 1

Read the pending application information aloud to the client

Step 2

Click **Finish**

3. Update or finalise a draft application

You can update an application if it has previously been saved as draft. You do this to change details in the application or finalise the application by entering the doctor's details. To finalise the application you will need to confirm the client's consent to store and disclose information by reading **aloud** the Authorisation and Privacy Advice, and obtaining consent to proceed.

If the client applied at home or elsewhere, you need to establish a HSO relationship between the client and your business. In order to do this, please refer to **5. Transfer Client (unlinked Client Consent)**.

You will then be able to update the draft application.

If it has been more than 12 weeks since the draft application was lodged, eligibility will be rechecked automatically by the system.

3.1	3.2	3.3
Find client	Client consent	Finalise the application

Hearing Services Online - Portal User Guide - SP Site

3.1 Find client

If you have an established relationship with a client, you can use fields individually or in combination to search for and locate their record. For clients not linked to your business, see **section 5. Transfer Client**

The screenshot shows the 'Find a client or applicant' form in the Hearing Services Online portal. The form is titled 'Find a client or applicant' and includes a note: 'All fields are mandatory for clients that are not yours.' The form fields are: 'Eligibility Number/ Voucher Number' (with a placeholder 'Voucher number, Centrelink, DVA, ADF, JSID r'), 'Given Name', 'Family Name', 'Date of Birth' (with dropdowns for Day, Month, and Year, and a placeholder '1945'), and 'Site ID' (with a placeholder 'This is the site id number'). There is a checkbox labeled 'Yes' with the text 'Please only select this box if the client is a Disability Employment Service client'. At the bottom of the form are 'Find' and 'Clear' buttons. The form is part of a larger page with a navigation bar at the top containing 'For Everyone', 'For Professionals', and 'About the Program' buttons. A 'Client' dropdown menu is open, showing 'Apply for Program' and 'Find a client or applicant'. A 'NEWS' section on the right provides information about system updates and contact details.

Step 1

- Click the green **Client** heading to expand the section

Step 2

Enter the client's **Eligibility Number**

This is the reference number on the client's entitlement card

Step 3

- Enter the client's **Given Name**

Step 4

- Enter the client's **Family Name**

Step 5

- Enter the client's **Date of Birth**

Step 6

- Tick the box if the client is eligible for Disability Employment Services.

Step 7

Click **Find**

3.2 Client Consent

To establish a relationship with a client (not linked to your site account) and access their records you must confirm you have obtained client consent to check eligibility and manage their details.

The screenshot shows the 'Client Consent' page. At the top, there are three tabs: 'For Everyone' (selected), 'For Professionals', and 'About the Program'. To the right of the tabs is a 'Text size' selector with three options: 'A', 'A', and 'A'. Below the tabs, the breadcrumb 'Home > Client consent' is visible. The main heading is 'Client Consent'. Under 'Client Details', the following information is displayed: Eligibility Number 304598969K, Name LIME ABARTH, Date of Birth 10/09/1953, and Client Status Draft. A message box states: 'This client has not yet given permission for you to see this record. To continue, please ask the client to consent to share their information, and certify below.' Below this message is a checkbox with the text: 'I confirm I have the client's consent and authorisation to view and manage their details for the purpose of administering the Hearing Services Program.' At the bottom of the form are two buttons: 'Confirm' and 'Cancel'. To the right of the form, there is a 'Help' section with two paragraphs. The first paragraph, 'Transfer Client', explains that you can create a relationship with an unlinked client or transfer a client relationship from another provider to yourself, but only if the client is present or you have written authority. The second paragraph explains that when you transfer a client, they will be linked to the site you are logged in under, unless you are logged in under a non-servicing site, in which case they will be linked to you as a service provider and will not have a site relationship. The second paragraph, 'Client Status Draft', explains that this indicates the client has a draft application that requires finalisation and that the client is unlinked. Once consent is given and you have linked the client, you will be able to update the draft application. If it has been more than 12 weeks since the draft application was lodged, eligibility will be rechecked by the system. A final note states: 'If you have the client's consent to make the transfer or to link them to you then click 'confirm'.'

For Everyone For Professionals About the Program

Text size: A A A

Home > Client consent

Client Consent

Client Details

Eligibility Number 304598969K

Name LIME ABARTH

Date of Birth 10/09/1953

Client Status Draft

This client has not yet given permission for you to see this record.
To continue, please ask the client to consent to share their information, and certify below.

☐ I confirm I have the client's consent and authorisation to view and manage their details for the purpose of administering the Hearing Services Program.

Confirm Cancel

Help

Transfer Client – You can create a relationship with an unlinked client or transfer a client relationship from another provider to yourself. You can only transfer a client from another provider if the client is present or you have written authority from the client to perform a transfer.

When you transfer a client, they will be linked to the site you are logged in under. Unless you are logged in under a non-servicing site, in which case they will be linked to you as a service provider and will not have a site relationship.

Client Status Draft - this indicates the client has a draft application that requires finalisation and that the client is unlinked. Once consent is given and you have linked the client you will be able to update the draft application. If it has been more than 12 weeks since the draft application was lodged, eligibility will be rechecked by the system.

If you have the client's consent to make the transfer or to link them to you then click 'confirm'.

Step 1

Tick the box to confirm the client has provided consent and this has been documented in writing, on the client file

Step 2

Click **Confirm**

Hearing Services Online - Portal User Guide - SP Site

3.3 Finalise the application

Medical Practitioner Details

The applicant must have a medical certificate from a doctor for this application to be completed and for a voucher to be issued. The medical certificate must state the doctor's Medicare Provider Number and whether there are any medical contraindications for the fitting of a hearing device.

If the applicant does not yet have a medical certificate, this application will be saved as a draft. It can be retrieved and completed once the applicant has a medical certificate.

Provider Number*

Are there any contraindications for the fitting of a hearing device?* ☒ Yes ☐ No

☐ I certify I have entered the information as provided by the client.
I confirm that I have sighted the client's medical certificate and placed it on the client's file.

Step 1

Scroll down to the **Medical Practitioner Details** section

Step 2

- Enter the doctor's **Provider Number** from the Medical Certificate

Step 3

- Tick the relevant box to indicate if there are any **contraindications for the fitting of a hearing device**

Step 4

Review the statements and tick the box to indicate certification

Step 5

Click the **Process Application** button to progress

- Click the **Cancel** button if you do not wish to proceed

4. Amend client details

This section describes how to amend details for a client linked to your business

To access the records of a client not linked to your business, see **section 5.Transfer Client**

When you amend client details, the client will be **automatically** linked to the site account you have used to login.

This will not occur if you are logged in as a non-service site, in which case the client-site relationship will not change.

4.1

Find client

4.2

Client details

Hearing Services Online - Portal User Guide - SP Site

4.1 Find client

The screenshot shows the 'Find a client or applicant' form on the Hearing Services Online portal. The form is titled 'Find a client or applicant' and includes a note: 'All fields are mandatory for clients that are not yours.' The form fields are: Eligibility Number/ Voucher Number (with a placeholder 'Voucher number, Centrelink, DVA, ADF, JSID r'), Given Name, Family Name, Date of Birth (with dropdowns for Day, Month, and Year, showing 1945), and Site ID (with a placeholder 'This is the site id number'). There is a checkbox labeled 'Yes' with the text 'Please only select this box if the client is a Disability Employment Service client'. At the bottom of the form are 'Find' and 'Clear' buttons. The form is part of a larger page with a navigation bar at the top containing 'For Everyone', 'For Professionals', and 'About the Program'. A 'Client' dropdown menu is open, showing 'Apply for Program'. A 'NEWS' section on the right contains information about system outages and contact details.

Step 1

Click the green **Client** heading to expand the section

Step 2

Enter the client's **Eligibility Number**

This is the reference number on the client's entitlement card

Step 3

Enter the client's **Given Name**

Step 4

Enter the client's **Family Name**

Step 5

Enter the client's **Date of Birth**

Step 6

Tick the box if the client is eligible for Disability Employment Services.

Step 7

Click **Find**

Hearing Services Online - Portal User Guide - SP Site

4.2 Client details

The screenshot shows the 'Client Details' form in the Hearing Services Online portal. At the top, there are three tabs: 'For Everyone' (green), 'For Professionals' (blue), and 'About the Program' (orange). Below the tabs is a breadcrumb trail: 'Home > Client details'. The form is titled 'Client Details' and contains several sections. On the left, there is a 'Personal Information' section with fields for 'Title' (Mr), 'Given Name*' (AZURE), 'Family Name*' (ABADAL), 'Date of Birth*' (22 May 1936), 'Gender*' (Male), 'Contact Phone 1' (Home 0122223333), and 'Contact Phone 2' (Please Select). On the right, there is a 'Service Information' section with fields for 'Client Status' (Eligible - voucher issued), 'Current Service Provider' (GRAHAM RATHBONE PTY LTD), 'Complex Client' (Yes Private), and 'Reason for Complex*' (A person with profound hearing loss). Below these is a 'Residential Address' section with fields for 'Residential Address 1*', 'Residential Address 2', 'Suburb*' (THOMASTOWN), 'State*' (VIC), and 'Postcode*' (3074). At the bottom of the form, there is an 'Address checker' section with a message: 'We need to check your address so we can process your application quickly.' and a 'Check address' button. At the very bottom of the form, there are 'Save' and 'Cancel' buttons.

Step 1

Click a **Green Heading** to expand the section requiring update

Step 2

Click **Edit** to activate the fields

Step 3

Amend the details in the relevant field/s

Amend client status to deceased via **Change Client Status**

Indicate a Complex Client via the tick box in **Client Details**

If you believe a client has been incorrectly marked as **Deceased** or **Complex** please contact the Office

Always check with the client to ensure their details are current

Step 4

Click **Save**, successful edits are indicated by

 The client's details have been changed

Clients do **not** receive notification of changes to their details

Step 5

Click **home** to return to the landing page

5. Transfer client

Client transfer can occur in two ways

- create a relationship with an **unlinked client (section 5.2)**
- **transfer a client from another provider (section 5.3)**

You can **only** transfer a client from another provider if

- The client is present or
- You have written authority from the client or their nominated representative*.

*Nominated representatives are required to provide written authority documenting this relationship

When you transfer a client, they will be **automatically** linked to the site account you have used to login.

This will not occur if you are logged in as a non-service site, in which case the client-site relationship will not be created

5.1	5.2	5.3
Find client	Client consent (unlinked)	Client consent (transfer)

Hearing Services Online - Portal User Guide - SP Site

5.1 Find client

The screenshot shows the 'Find a client or applicant' form in the Hearing Services Online portal. The form is titled 'Find a client or applicant' and includes a note: 'All fields are mandatory for clients that are not yours.' The form fields are: Eligibility Number/ Voucher Number (with a placeholder 'Voucher number, Centrelink, DVA, ADF, JSID r'), Given Name, Family Name, Date of Birth (with dropdowns for Day, Month, and Year, and a placeholder '1945'), and Site ID (with a placeholder 'This is the site id number'). There is a checkbox labeled 'Yes' with the text 'Please only select this box if the client is a Disability Employment Service client'. At the bottom of the form are 'Find' and 'Clear' buttons. The portal header includes 'For Everyone', 'For Professionals', and 'About the Program' tabs, and a 'Text size' selector. A 'Client' dropdown menu is open, showing 'Apply for Program'. A 'NEWS' section on the right contains information about system outages and contact details.

Step 1

- Click the green **Client** heading to expand the section

Step 2

Enter the client's **Eligibility Number**

This is the reference number on the client's entitlement card

Step 3

- Enter the client's **Given Name**

Step 4

- Enter the client's **Family Name**

Step 5

- Enter the client's **Date of Birth**

Step 6

- Tick the box if the client is eligible for Disability Employment Services.

Step 7

Click **Find**

Hearing Services Online - Portal User Guide - SP Site

5.2 Client Consent - unlinked client

To establish a relationship with an **unlinked client** you must confirm their consent to check eligibility and manage their details.

Client records must be linked to a hearing services provider in order for a client to access the program and hearing services/devices

[Home](#) > Transfer client

Client Consent

Client Details

Eligibility Number 304532269T
Name AZURE ABADAL
Date of Birth 22/05/1936
Client Status Eligible - voucher issued
The client's current
Hearing Services
Provider is ACTIVE HEARING PTY LTD
UNIT 4, 660 LORIMER STREET
PORT MELBOURNE, VIC, 3207

Transfer Client

This client has not yet given permission for you to see this record. Our records also indicate that the client has an existing relationship with another service provider.

To continue, please ask the client to consent to share their information and to request a transfer to your service, and then certify below.

Transfer to Hearing
Services Provider AUSTRALIAN HEARING SERVICES

Reason for transfer*

☐ I confirm I have the client's consent and authorisation to view and manage their details for the purpose of administering the Hearing Services Program.
I confirm that the client has authorised me to request a transfer from their existing Service Provider for the reason detailed above.

[Confirm](#)

[Cancel](#)

Help

Transfer Client – You can create a relationship with an unlinked client or transfer a client relationship from another provider to yourself. You can only transfer a client from another provider if the client is present or you have written authority from the client to perform a transfer.

When you transfer a client, they will be linked to the site you are logged in under. Unless you are logged in under a non-servicing site, in which case they will be linked to you as a service provider and will not have a site relationship.

Client Status Draft - this indicates the client has a draft application that requires finalisation and that the client is unlinked. Once consent is given and you have linked the client you will be able to update the draft application. If it has been more than 12 weeks since the draft application was lodged, eligibility will be rechecked by the system.

If you have the client's consent to make the transfer or to link them to you then click 'confirm'.

Step 1

Tick the box to confirm the client has provided consent and this has been documented in writing, on the client file

Step 2

Click [Confirm](#)

Hearing Services Online - Portal User Guide - SP Site

5.3 Client Consent – transfer from another provider

To **transfer a client from another provider** and access their records you must confirm consent has been provided and documented

Transfer Client

This client has not yet given permission for you to see this record. Our records also indicate that the client has an existing relationship with another service provider.

To continue, please ask the client to consent to share their information and to request a transfer to your service, and then certify below.

Transfer to Hearing Services Provider

WAYNE ENTERPRISES PTY LTD

Reason for transfer*

Client Request

☐

I confirm I have the client's consent and authorisation to view and manage their details for the purpose of administering the Hearing Services Program.

☐

I confirm that the client has authorised me to request a transfer from their existing Service Provider for the reason detailed above.

Confirm

Cancel

Step 1

Select the reason for transfer from the drop down list

Step 2

Tick the box to confirm client consent has been provided

Consent needs to be documented on the client file when it is received from the transferring hearing services provider

Step 3

Click **Confirm** to proceed

Step 4

A message indicating changes have been successful will appear.
Click **OK**

Email notification of transfer will be sent to both service providers

Step 5

Confirm current details with the client

6. Return voucher

Return vouchers are issued for clients whose vouchers have expired but who

- require ongoing hearing services
and
- remain eligible for the program

When you request a return voucher, the portal will automatically recheck client eligibility to determine if a voucher can be generated.

Always check with the client to ensure their details are current before requesting a return voucher

6.1

Find client

6.2

Client details

Hearing Services Online - Portal User Guide - SP Site

6.1 Find client

You must complete all mandatory fields to locate a client not currently linked to your site account.

The screenshot shows the 'Find a client or applicant' form in the Hearing Services Online portal. The form is titled 'Find a client or applicant' and includes a note: 'All fields are mandatory for clients that are not yours.' The form fields are: Eligibility Number/ Voucher Number (with a placeholder 'Voucher number, Centrelink, DVA, ADF, JSID r'), Given Name, Family Name, Date of Birth (with dropdowns for Day, Month, and Year, and a placeholder '1945'), Site ID (with a placeholder 'This is the site id number'), and a checkbox for 'Please only select this box if the client is a Disability Employment Service client'. The form also includes a 'Find' button and a 'Clear' button. The portal header shows 'For Everyone', 'For Professionals', and 'About the Program' tabs, along with a 'Text size' selector. The left sidebar shows 'Client' and 'Apply for Program' links. The right sidebar shows 'NEWS' and 'Publications', 'Contact Us', and 'Help' links.

Step 1

Click the green **Client** heading to expand the section

Step 2

Enter the client's **Eligibility Number**

This is the reference number on the client's entitlement card

Step 3

Enter the client's **Given Name**

Step 4

Enter the client's **Family Name**

Step 5

Enter the client's **Date of Birth**

Step 6

Tick the box if the client is eligible for Disability Employment Services.

Step 7

Click **Find**

Hearing Services Online - Portal User Guide - SP Site

6.2 Client details

Client Communications

Resides in an aged care facility? ☐ Yes

Does the client have an alternate contact? ☐ Yes

Correspondence Preferences

Send Program* information to the client ☐ via Email ☐ via Post

Postal Address same as residential ☐ Yes

Save

View Voucher

Voucher Number: CDR009131U-25042011

Voucher End Date: 25/04/2013

Type: Return Voucher

Issued Date: 25/04/2011

Medical Contraindications? No

Hearing Assessment Claimed? Yes

Last Fitting Dates: L 15/06/2011

Maintenance Expiry Date: 03/02/2014

Last Client Review Date: 05/04/2007

Voucher for hearing services under the Program is issued to:
LILIAN CLEGGON
DOB 25/02/1927
2065 1430SL
Centrelink Pensioner Concession Card (PCC)

Confirm Return Voucher

Service Provider Relationship

Application & Medical Practitioner Details

Correspondence Issued

Help

Step 1

Click **View Voucher** heading to expand this section

Step 2

Click **Confirm Return Voucher** to proceed

Always check with the client to ensure their details are current

Step 3

Click **Confirm** if the client requires on-going hearing services

I certify that the client requires ongoing hearing services

Confirm **Cancel**

Successful changes indicated via a green message

The client's details have been changed

Click **home** to return to the landing page

7. Claims

Claims History

Displaying page 1, records 1 - 9 of 9

Voucher Issue Date	Item number	Date of Service	Date of fitting Left ear	Date of fitting Right ear
16/06/2015	640	05/05/2012	06/04/2011	05/05/2009
16/06/2015	555	03/03/2012		
16/06/2015	555	03/02/2012		
16/06/2015	610	03/04/2011		
16/06/2015	610	07/05/2010		
16/06/2015	610	06/02/2009		
16/06/2015	555	17/03/2004		
16/06/2015	555	15/03/2002		
16/06/2015	555	15/03/2002		

Displaying page 1, records 1 - 9 of 9

<< First < Prev 1 Next > Last >>

View All

Manual Claim

The **Claims History** Accordion is available within Client Details. This accordion displays the ten most recently processed claims.

Click **Claims History** to expand the accordion.

Click **View All** to display the entire claims history.

Click **Manual Claim** to lodge a manual claim through HSO.

Hearing Services Online - Portal User Guide - SP Site

7.1 Lodging a Manual Claim

You can lodge a manual claim through HSO.

Manual Claim

Client Details

Name	Atrose HIRANI
Date Of Birth	01-02-1945
Eligibility Number	922222222D
Eligibility Type	Centrelink Pensioner Concession Card (PCC)
Voucher Number*	166516286X-16062015

Date of Service*

Service Provider Details

Service Provider	HEARING EASY AUDIOLOGY CLINIC PTY LTD
Practitioner Number*	Enter the practitioner number
Site ID*	267681 - CROWS NEST 2065
Trading Name	Hearing Easy Audiology Clinic
Site Details	LEVEL 1, 511 PACIFIC HIGHWAY CROWS NEST, NSW, 2065

NOTE

If the claim can be submitted through the Medicare e-Claim System, you should e-Claim this item.

If an e-Claim fails please refer to the **Rejection Code, Schedule of Fees/Devices**.

Please delete the rejected claim off your e-Claim System → re-enter the claim correctly → resubmit your e-Claim.

If your e-Claim continues to fail, submit a manual claim through HSO.

To lodge a manual claim you need to enter your Service Provider Details

Step 1

Select the **Date of Service**

Step 2

Enter the **Practitioner Number**

Step 3

Select the **Site ID** from the drop down

Note - The Trading Name and Site Details will prepopulate

Claim Details

Type Of Claim*	Please Select...
Claim Status	New
Date of Service*	Day Month Year
Item Number*	Please Select...
Item Benefit	

Step 4

Enter the **Item Number**

Note - The Item Benefit amount will be prefilled. Depending on the Item Number you are claiming, there may be some dynamic fields which will display within HSO. You will need to complete all mandatory fields marked with an asterisk (*)

Step 5

Refer to claim examples

7.2 – Item 655

7.3 – Item 960

7.4 – Item 2

Step 6

Once details of the claim have been completed, you should receive a message, “**The manual claim has been submitted.**” Alternatively you may receive, “**This claim item does not meet all the necessary pre-requisites and will be manually assessed by the Office of Hearing Services.**”

7.2 Manual claim Item 655 Initial fitting and rehabilitation (ALD)

As an example, this guide spells out the steps involved in claiming **Item number 655 Initial fitting and rehabilitation services**

Claim Details

[View Claims History](#)

Claim Status	New Claim
Item Number*	655
Item Benefit (excluding GST)	\$167.95
GST	\$0.00
Item Benefit (including GST)	\$167.95

Fitting Details

Date of Fitting*	Day	Month	Year
Device Code*			
Left Ear - 3 FAHL*			
Right Ear - 3 FAHL*			

☐ I certify that the details on this claim form are true and that this claim complies with contractual obligations for record keeping.

Step 5.1

Select **Item Number** from the drop down

Step 5.2

Enter the **Date of Fitting**

Step 5.3

Enter the **Device Code**

Step 5.4

Enter the Left Ear **and** Right Ear **3FAHL** value

Note - Device Benefit information is prefilled where the Device Code is a scheduled device.

Step 5.5

Enter the **Cost to Client** if device is a top-up

Step 5.6

To finalise a manual claim, **you must certify** that the details on the claim form are true and comply with contractual obligations for record keeping

Step 5.7

Click **Submit** to submit your manual claim

Note - 'Total Benefit to be Paid' and 'Total Cost of Claimed Item to Client' is automatically calculated from the data entered

7.3 Manual claim Item 960 Spare Aid

As an example, this guide spells out the steps involved in claiming **Item number 960 - Spare Aid**

Claim Details

[View Claims History](#)

Claim Status	New Claim
Item Number*	960
Item Benefit (excluding GST)	\$68.20
GST	\$0.00
Item Benefit (including GST)	\$68.20

Fitting Details

Left or Right Ear Fitting?*	☐ Left ☐ Right
Date of Fitting*	Day Month Year
Device Code*	
Left Ear - 3 FAHL*	
Right Ear - 3 FAHL*	
For item 960, what is the date the client became monaural?*	Day Month Year
☐ I certify that the details on this claim form are true and that this claim complies with contractual obligations for record keeping.	

Step 5.1

Select **Left or Right Ear Fitting**

Step 5.2

Enter the **Date of Fitting**

Step 5.3

Enter **Device Code**

Step 5.4

Enter the Left Ear **and** Right Ear **3FAHL** value

Step 5.5

Enter the **Cost to Client** if device is a top up

Step 5.6

Enter the **Date Client Became Monaural**

Step 5.7

To finalise a manual claim, **you must certify** that the details on this claim form are true and that this claim complies with contractual obligations for record keeping

Step 5.8

Click **Submit** to submit your manual claim

Hearing Services Online - Portal User Guide - SP Site

7.4 Manual claim Item 2 Aid returned for credit - Binaural

As an example, this guide spells out the steps involved in claiming **Item number 2 - Aid returned for credit - Binaural**

Claim Details

[View Claims History](#)

Claim Status	New Claim
Item Number*	2
Original Fitting Item Number*	830
Item Benefit (excluding GST)	\$238.75
GST	\$0.00
Item Benefit (including GST)	\$238.75

Fitting Details

Left Ear

Date of Fitting*	2	Feb	2013
Device Code*	B223PHO		
3 FAHL*	50		
Device Model	Solana Petite		
Device Category	C2 - Includes Dispensing Fee		
Device Benefit (excluding GST)			
GST			
Device Benefit (including GST)			
Top up Device?	Yes		
Cost To Client*	50		

☐ I certify that the details on this claim form are true and that this claim complies with contractual obligations for record keeping.

Note – (Item 1 & 2) -Date of Service must match the Date of Fitting

Step 5.1

Select **Item Number** from drop down

Step 5.2

Select **Original Fitting Item Number**

Note – This is the item number you would have claimed if it was a successful fitting. (Claim items applicable - Item 660, 650, 820, 830, 770).

Step 5.3

Enter Left Ear **Date of Fitting**

Step 5.4

Enter the Left Ear **Device Code and 3FAHL** value

Step 5.5

Enter the Left Ear **Cost to Client** (if applicable)

Step 5.6

Repeat **Steps 5.1 through 5.4** for the Right Ear

Step 5.7

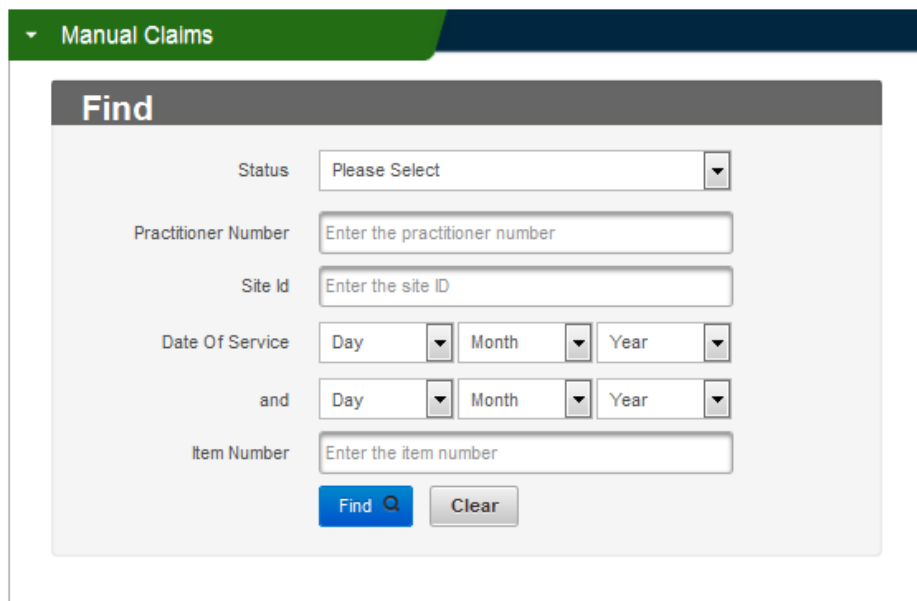
To finalise a manual claim, **you must certify** that the details on the claim form are true and comply with contractual obligations for record keeping

Step 5.8

Click **Submit** to submit your manual claim

7.5 Search for manual claims – Check status of manual claim

You can check the status of manual claims that you have made though the Manual Claims Accordion



The screenshot shows a web interface for searching manual claims. At the top, there is a green tab labeled 'Manual Claims'. Below it is a 'Find' section with a light gray background. This section contains several input fields: a 'Status' dropdown menu with 'Please Select' as the current option; a 'Practitioner Number' text box with the placeholder 'Enter the practitioner number'; a 'Site Id' text box with the placeholder 'Enter the site ID'; a 'Date Of Service' section with three dropdown menus for 'Day', 'Month', and 'Year'; an 'and' section with three dropdown menus for 'Day', 'Month', and 'Year'; and an 'Item Number' text box with the placeholder 'Enter the item number'. At the bottom of the 'Find' section are two buttons: a blue 'Find' button with a magnifying glass icon and a gray 'Clear' button.

Step 1

Click the green **Manual Claims** heading to expand the section

Step 2

Enter one or more pieces of data to begin the search

Step 3

Click **Find**

A new page will display any results related to your search data